



Incidents Policy

Why

[UN Convention on the Rights of Persons with Disabilities](#)

[Victorian Disability Act 2006](#)

[NDIS Act 2013](#)

[NDIS Code of Conduct](#)

It is Morris Fox's most important responsibility to protect its participants from abuse or neglect. This includes staff safety screenings, duty of care training, and thorough investigations and support for participants as soon as an incident has happened. Incident management for NDIS participants and NDIS register providers is managed under the NDIS Commission, which is set up under the *National Disability Insurance Scheme Act (2013)*.

What

An **incident**, under the NDIS, is defined as:

1. **Abuse:** someone does something that harms a participant
2. **Negligence:** not saying something when you know about a participant getting hurt
3. **Neglect:** someone doesn't help a participant who is hurt; or a person knows about this person not helping the hurt participant and doesn't say anything
4. **Accident:** an event happens outside of a provider's control and the participant gets hurt

Morris Fox has extra reporting obligations to the NDIS Commission for **serious harm incidents**. These incidents are defined as serious injury (e.g. a broken arm), and anything that has a serious impact on any person's physical, emotional, or psychological state.

For inclusion under the NDIS Commission, these incidents must happen when Morris Fox is providing services. This doesn't mean that Morris Fox caused the incident, just that there is some link between the incident and Morris Fox providing services.

For more details, see the Morris Fox Incident Management System on the Policies Sharepoint. Participants can request a copy of this document at any time via email or phone.



Who

Safety Screening for staff:

NDIS Mandatory

1. Working with Children Check
2. (From Feb 2021) NDIS National Worker Screening Check

Additional Checks encouraged for staff:

1. National Police Check
2. Referee Checks
3. (From July 2021) Victorian Disability Workers' Commission Registration

When

Kinds of harm against a participant (that happened when Morris Fox was providing services) that have to be reported to the [NDIS Commission](#):

1. Death or serious injury
2. Abuse or neglect
3. Illegal sexual or physical contact or assault, including grooming
4. Unauthorised use of restrictive practices

Where

Staff Induction Training Annual Staff Refresher Training on Morris Fox
Policies Incident register Incident Management System



How

1. Assess the situation and remove the participant, staff, and others from danger (if safe).
2. Call a doctor or ambulance for the injured person if they need urgent medical help. Help them get medical assistance after the incident if they don't need immediate medical help.
3. Contact the police immediately if a crime is suspected, with consent from the participant.
4. Notify the CEO, COO and direct manager in your team within 24 hours via email or phone call. An incident report will be made and the incident registered will be updated as required.
5. Contact the participant about the incident within 48hrs, assure them that Morris Fox is taking it seriously, and ask how Morris Fox can help and support them, including referring them to specialized crisis, legal, and/or support services.
6. Contact any other participants and staff who experienced the incident within 48hrs to check on them and offer support.
7. Follow up with the participant to apologise for the incident and ask if they want a resolution or change to Morris Fox services to prevent this incident happening again. Senior Morris Fox staff must work together to design and implement changes to Morris Fox operations to protect participants better in the future.



For more information:

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